

INVENTOR: Hamer

TITLE: "Managing Changes in a Relationship Management System"

APPLICATION NO.: 10/675,431

REPLACEMENT SHEET 1 of 1

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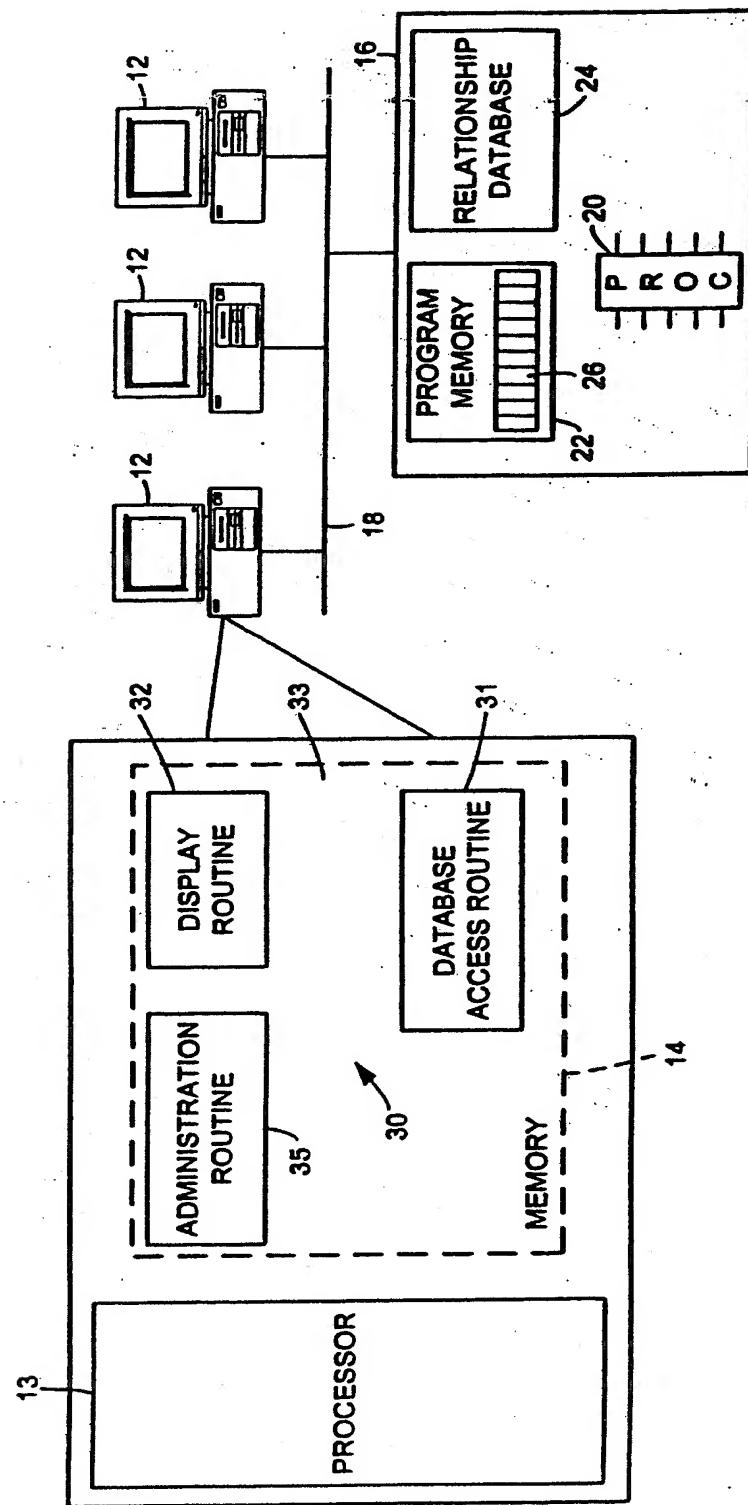


FIG. 1